

Case Management Database System

FY2018 Request: \$665,000

Reference No: AMD 41804

AP/AL: Appropriation

Project Type: Information Technology / Systems / Communication

Category: Law and Justice

Location: Statewide

House District: Statewide (HD 1-40)

Impact House District: Statewide (HD 1-40)

Contact: Cheryl Lowenstein

Estimated Project Dates: 07/01/2017 - 06/30/2022

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Brief Summary and Statement of Need:

This project replaces the Public Defender Agency (PDA) and the Office of Public Advocacy's (OPA) case management database system. The current system is over nine years old and has been operating without an on-going maintenance contract since December 2012. Should the current system fail, it would significantly impact PDA and OPA's ability to meet client's needs.

Funding:	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	Total
1004 Gen Fund							\$0
1243 SBR	\$665,000						\$665,000
Total:	\$665,000	\$0	\$0	\$0	\$0	\$0	\$665,000

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Prior Funding History / Additional Information:

No prior funding history.

Project Description/Justification:

Continued development and upgrades are essential for maintaining the efficiency and function of the system and its contents. Both divisions have investigated alternate options with their current vendor for maintenance and service requirements for their database but were unsuccessful because the vendor does not provide these services on an hourly basis or outside of a signed annual contract. The legal case data is at risk should a significant problem arise with the database.

What is the purpose of the project?

The purpose of this project is to replace the current case management database system with a modern system capable of maintaining efficiency and functionality to the Public Defender Agency and the Office of Public Advocacy. The system will be compatible with the new system implemented within the Department of Law. This will not only bring consistency and efficiencies across the departments, it will also provide new functionality for all three agencies.

Specifically, what hardware, software, consulting services, or other items will be purchased with this funding? Include a line item breakdown.

Case management software and services	\$660.0
SQL license	\$5.0

How will service to the public be measurably improved if this project is funded?

Continuing to upgrade technological resources and expanding efforts toward creating a digital workplace enables increased efficiency, decreased costs, and better enables the Agency's to meet the mandates of their mission and the ethical requirements of each Agency. These upgrades allow for timely dissemination and retrieval of case information between attorneys and offices throughout urban and rural Alaska, enabling attorneys and staff to use their time efficiently and to better serve clients and the State of Alaska. Replacement of the case management system increases productivity by allowing expanded use of automation and mobility in work creation by allowing staff to work remotely from the courthouse.

Will the project affect the way in which other public agencies conduct their business?

Currently, the Public Defender Agency and the Office of Public Advocacy are interested in a database compatible with the system recently acquired by the Department of Law. Compatible systems between these agencies would enable the use of electronic data sharing, which will result in a significant reduction in the duplication of staff efforts across all agencies.

What are the potential out-year cost implications if this project is approved? (Bandwidth requirements, etc.)

Bandwidth in Barrow, Bethel, Dillingham, Kotzebue, Nome and Ketchikan offices is not adequate to use the case management system from the user's desktop. So, they access the system from a terminal server. In some remote offices, bandwidth is limited so that even using a terminal server to access the case management system is becoming difficult. Costs associated with the nightly Tivoli backups of the document storage server array will continue to increase as more data is entered into the case management system.

What will happen if the project is not approved?

If the Agencies are unable to replace the case management system, PDA and OPA will have a system in place that is incompatible with recent and future office software programs and hardware. This will make retrieval and use of the digital data, documents and files currently stored in the system more difficult or will require that the agency maintain outdated technologies and operating systems to try and maintain compatibility with an outdated case management system.

Failure to update the case management system to one that is current and receiving continual development and upgrading by the vendor makes it increasingly difficult to train staff and seek assistance from the vendor for problems and questions regarding the outdated system.

Ultimately, the current system is not compatible with the Agencies long-term plans for expanded digitization and increased mobility. These plans are essential not only for cost savings but to increase the ability of the Agency's attorneys to meet the needs of our clients and caseloads by increasing their efficiency.